

FILE IN E-01345A-05-0816
E-01345A-05-0826
E-01345A-05-0827



0000075814

ORIGINAL
ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4760

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 62413

Date: 8/9/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Jean E Basehore

Account Name: Jean E Basehore

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR:

State: AZ Zip: 85014

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

8/8/07

Jean E. Basehore

[REDACTED]
Phoenix, AZ 85014

Phone (Home): [REDACTED]

Alternate Phone: [REDACTED]

Email: jeb@equityconcepts.com

Name of Utility Co.: APS

Name on Bill: J E Basehore

Account Number: 203720286

Company Contacted: Yes

Arizona Corporation Commission

DOCKETED

AUG 13 2007

DOCKETED BY

nr

AZ CORP COMMISSION
DOCKET CONTROL

2007 AUG 13 P 4: 13

RECEIVED

In my August 2 APS bill was the notice entitled "Important News About Your Electric Rates". The notice stated that the Arizona Corporation Commission issued a decision on APS' rate case request that authorized a net increase of approximately 6.8% to the average APS customer bill effective July 1, 2007". As it seemed to me that my bill was exceedingly high even considering the rate increase and increase kwh usage, I asked my son to call APS. He was informed that the actual rate increase on my plan was 24.7%! I was offered a switch to the only alternate plan for which I qualified, the standard rate plan which will likely save me only \$25 - 30 per YEAR off this increase. It is unconscionable for the ACC to allow a rate increase of this magnitude.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

N/A

End of Response

Investigator's Comments and Disposition:

08/09/07-I thanked the customer for writing the Commission regarding her opinion for the APS rate case. I informed the customer that his opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. E-01345A-05-0816, E-01345A-05-0826, and E-01345A-05-0827. CLOSED.

End of Comments

Date Completed:

Opinion No. 2007 - 62413

FILE IN E-01345A-05-0816
E-01345A-05-0826
E-01345A-05-0827

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 62424

Date: 8/9/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Barry Spinka

Account Name: Barry Spinka [REDACTED] Home: (000) 000-0000

Street: N/A Work: (000) 000-0000

City: N/A CBR:

State: N/A Zip: N/A is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

FOLLOWING E-MAIL WAS FORWARDED FROM COMMISSIONER GLEASON'S OFFICE.

From: Barry [REDACTED]
Sent: Wednesday, August 08, 2007 8:33 PM
To: Gleason-WebEmail
Cc: jrmgolf@msn.com
Subject: APS Increase

Dear Chairman Gleason,

I would like to thank you and the rest of the commissioners for granting APS their rate increase and, thereby, allowing them to increase my residential bill by \$42.00 this month over last month; even though we are using less electricity this year than last year. If you had to live on Social Security I wonder if you would have been so eager to allow this increase.

Barry Spinka
Sun City, AZ
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

08/09/07-I sent the following e-mail response to the customer.

Dear Mr. Spinka:

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. Your e-mail that was sent to Commissioner Gleason's has been forwarded to me for response and reply.

Thank you for writing the Commission regarding your opinion for the APS rate case. Your opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record.

If you have any questions, please feel free to call me at (602) 542-0819.

Thank you again,
John

CLOSED

End of Comments

Date Completed: 8/9/2007

Opinion No. 2007 - 62424
